



Patent Application
Docket No.: P18149US1
Sheet 1 of 1

Form PTO-1449 Modified List of Patents and Publications Cited by Applicant (Use several sheets if necessary) U.S. Patent Department of Commerce Patent and Trademark Office	Docket No.: P18149US1	Serial No.: 10/690,514
	Applicant(s): Zhongwen Zhu	
	Filing Date: October 23, 2003	Group: 2661

U. S. PATENT DOCUMENTS

Examiner Initial		Document No.	Date	Name	Class	Subclass
/QN/	AA	2002/018554 A1	02/14/02	Jensen et al.	379	265.01
/QN/	AB	6,314,177 B1	11/06/01	Davis et al.	379	265.12
	AC					

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					Yes	No
/QN/	BA	1 296 502 A2	03/26/03	EP		X
/QN/	BB	00/35173 A1	06/15/00	WO		X
	BC					
EXAMINER:				DATE CONSIDERED:		

OTHER DOCUMENTS

Examiner Initial		Author, Title, Date, Pertinent Pages, Etc.
/QN/	CA	TELECORP PRODUCT INC.: "Managing your call center", XP002320877, retrieved on March 09, 2005, pages 1-54
/QN/	CB	International Search Report for PCT/IB2004/052170 dated March 23, 2005
EXAMINER: /Quynh Nguyen/		DATE CONSIDERED: 11/16/2007

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					Yes	No
/QN/	BA	0 419 285 A2	03/27/91	EP		X
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/QN/	BC	00/05867	02/03/00	WO		X
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